



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**Comcast Phone of Illinois, LLC**  
**CIMCO, a division of Comcast Business Services**  
**Comcast Digital Phone**

<b>Out of Service More Than 24 Hours</b>	<b>July</b>	<b>September</b>	<b>September</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$176.94	\$291.65	\$109.03	\$577.62
B. Number of credits issued for repairs - 24 - 48 hours	15	45	19	79
C. Number of credits issued for repairs - 48 - 72 hours	4	5	1	10
D. Number of credits issued for repairs - 72 - 96 hours	0	0	1	1
E. Number of credits issued for repairs - 96 - 120 hours	0	1	0	1
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Failure to Install Basic Local Exchange Service</b>	<b>July</b>	<b>September</b>	<b>September</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$2,025.00	\$900.00	\$800.00	\$3,725.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	25	14	14	53
D. Number of installations after 11 business days	28	11	9	48
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Missed Appointments</b>	<b>July</b>	<b>September</b>	<b>September</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$6,350.00	\$6,450.00	\$6,300.00	\$19,100.00
B. Number of customers receiving credits	127	129	126	382
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

**Comments**